

# FAMILY DEVELOPMENT AND SELF-SUFFICIENCY (FADSS) PROGRAM STANDARDS SUMMARY

*State Fiscal Year 2015*

Iowa Department of Human Rights  
Division of Community Action Agencies



**Pre-Enrollment (Standards 1-2)**

1. Services are available to help families maintain or strengthen child, individual, and family functioning.
2. Families that are referred to the program are engaged promptly and responsively to identify needs and direct the family to appropriate services.

**Enrolled (Standards 3-25)*****Initial Enrollment Activities***

3. The FaDSS referral form is completed accurately and timely for all families that are referred to the program.
4. Family files will contain a FaDSS Profile and Exit Form (if applicable) that are completed accurately, thoroughly, and in a timely manner.
5. All family files will contain the FaDSS Family Rights Statement.
6. Family files will contain a current Family Investment Agreement (FIA).
7. Family files will contain a current release of information when legally required.

***Ongoing Service Provision***

8. Families will be actively engaged in the FaDSS program through transition (until the family has been off of FIP for three months).
9. Families will receive a minimum of two home or quality visits per month for the first three months.
10. During the third month of enrollment, all family files will be staffed to determine the level of service intensity beginning in the fourth month.
11. Any change in the level of service intensity addressed in the staffing of the family must be documented in the family file.
12. After the first three months of enrollment, families will receive the number of visits identified through staffing with the supervisor.
13. Families identified as needing one home or quality visit per month will receive at least two other significant contacts during the month.
14. All home or quality visits, other contacts, attempts to contact, closing summary, and collateral contacts made with the family or on behalf of the family will be accurately and thoroughly documented in the family file.
15. Specialists will collaborate with other programs that the family is involved with to share case planning strategies.
16. Efforts are made to include all family members in home visits.
17. Family issues are discussed, strategies developed and appropriate action taken.
18. FaDSS staff assists parents to enhance their parenting skills and knowledge of child development.
19. Family files contain written goals that have been developed, modified or reviewed at every home or quality visit.
20. Goals reflect the family issues and demonstrate progress toward achievement.
21. Family files will contain completed assessment tool(s).
22. All families enrolled in the FaDSS program will have a Difficulty of Service Scale and FaDSS Self-Sufficiency Matrix completed within the

enrollment timeframes and entered into the web-based system.

- 23.** The FaDSS Self-Sufficiency Matrix is completed at exit for all families.
- 24.** Family files will contain monthly PROMISE JOBS updates for families receiving FIP.
- 25.** Specialists will make every effort to attend Family Investment Agreement (FIA) appointments.

### Supervision, Training, and Qualifications (Standards 26-34)

- 26.** Specialists will be observed on a minimum of two home visits per year by their supervisor.
- 27.** Supervisors will address each specialist's entire caseload during a monthly one-on-one meeting.
- 28.** Supervisors will have a minimum of two contacts with each specialist per month.
- 29.** All files must be reviewed during the third month of enrollment and at exit.
- 30.** FaDSS staff are trained to fulfill their job responsibilities.
- 31.** All grantees are required to have one staff trained by DCAA to provide training on the FaDSS Code of Ethics, Difficulty of Service Scale, and Self-Sufficiency Matrix.
- 32.** Supervision of specialists must be provided by staff that meets the qualifications outlined in the DCAA contract.
- 33.** All staff listed on the FaDSS staffing grid will have a state criminal background and child abuse records check completed prior to hire.
- 34.** Secure maintenance of family files.

### Organizational (Standards 35-49)

- 35. Open and Transparent Operations**  
The organization operates in an open and transparent manner in accordance with applicable legal requirements and uses assets exclusively and effectively to serve the purpose for which it has been created.
- 36. Conflict of Interest**  
The organization prevents the enrichment of insiders and other abuses through the adoption and enforcement of a conflict of interest policy consistent with state laws and regulations.
- 37. Protection of Reporters of Suspected Misconduct**  
The organization prohibits employment-related retaliation against employees, and others affiliated with the organization, who come forward with information about suspected misconduct or questionable practices, and provides an appropriate, confidential channel for reporting such information.
- 38. Professional Conduct**  
The organization conducts business and delivers services in an honest, ethical, objective manner and is guided in making decisions by professional responsibility.

<b>39. Protection of Rights and Ethical Obligations</b>	The organization protects the legal and ethical rights of all clients.
<b>40. Confidentiality and Privacy Protections</b>	The organization protects the confidentiality of information about clients and assumes a protective role regarding the disclosure of confidential information.
<b>41. Grievance Procedures</b>	The organization maintains a formal mechanism through which applicants, clients, and other stakeholders can express and resolve grievances, including denial of service.
<b>42. Personnel Development and Training</b>	The organization's training and development program provides personnel with the information necessary to competently provide services.
<b>43. Supervision</b>	The organization has a system of supervision that promotes effective use of organizational resources and positive outcomes.
<b>44. Leadership Endorsement of Quality and Performance Values</b>	The organization's leadership promotes a culture that values service quality and continual efforts by the full organization, its partners and contractors to achieve strong performance, program goals, and positive results for service recipients.
<b>45. Access to Case Records</b>	Service recipients or designated legal representatives can access their case records, consistent with legal requirements.
<b>46. Human Resources</b>	A stable, qualified workforce contributes effectively and efficiently to consumer satisfaction and positive service delivery results.
<b>47. Fiscal Management</b>	The organization's financial accountability and viability are achieved through the application of sound financial management practices that accord with legal and regulatory requirements.
<b>48. Governance</b>	The organization's governing body is sufficiently active, capable, and diverse to guide, plan, and support the achievement of the organization's mission and goals.
<b>49. Research Protections</b>	An organization establishes the right of individuals to refuse to participate without penalty and guarantees participants' confidentiality